



Long Term Care Coordinating Council
Integrated Care Initiative Consumer Advisory Council

December 4, 2013
Child and Family Services
1268 Eddy St.
Providence, RI 02905

DRAFT MINUTES

Kathleen Heren	Sharon Kernan	Jennifer Reid
Ken Pariseau	Al Vario	Jennifer Bergeron
Holly Garvey	Bill Flynn	Toushoua Xiong
Kate Sullivan	Ray Magne	Sr. Marietta Walsh
Leena Sharma	Nicholas Oliver	Diana Beaton
Renee Markus Hodin	Donna Leong	Virginia Burke
Maureen Maigret	Sadie DeCourcy	Lt. Governor Roberts

1. Welcome

Lt. Governor Roberts called the meeting to order at 10:00 a.m.

2. Approval of minutes from October 28th meeting

Draft minutes were sent out in an email. Additionally, there were hard copies for members to take at today's meeting.

Sharon Kernan asked for a revision of page two, which currently states:

Kathy Heren asked whether dental and transportation services were a part of the ICI. Sharon Kernan stated that dental services are not covered under the ICI and some ambulatory transportation services were not.

Sharon clarified that while dental and ambulatory transportation services are not coordinated under ICI, dual-eligible consumers are still able to access them as part of Medicaid. She noted that ICI care managers are able to assist consumers in these two matters. Ken Pariseau noted that Neighborhood Health Plan gives its consumers a list of dentists who accept Medicaid.

Kathy Heren asked if Neighborhood Health Plan has an equivalent of Carelink's Wisdom Tooth Program. She stated that access to oral health care for elders is important; many members in the audience agreed. Lt. Governor Roberts suggested that Neighborhood Health Plan, and other organizations, be involved in the Oral Health Commission. For Oral Health Commission meeting times, please click [here](#).

Donna will revise the minutes and upload them onto the Secretary of State's [website](#).

3. Update on enrollment

Sharon Kernan of EOHHS presented an update on ICI enrollment. Letters for the third wave of enrollment were sent out the week of December 2nd. This wave's total enrollment is around 8,000 people, by far the largest group so far. About 6,000 of the consumers were directed to enroll in Rhody Health Options.

In total, there have been about 15,000 letters sent out to consumers over the three waves. Maureen Maigret asked if EOHHS would be able to email out a grid that organizes the statistics for each wave of enrollment. Sharon noted that EOHHS will try to send out something via email.

Neighborhood Health Plan has sent out a one-page information sheet to providers regarding its ICI plan, Rhody Health Options. This information sheet was discussed at the NHPRI ICI member advisory meeting; NHPRI has sent this to EOHHS, which has approved its distribution. Nicholas Oliver asked if NHPRI is considering Rhody Health Options a part of its UNITY program. Ken affirmed this and stated that there would be a more polished, edited version that will be subsequently sent out to members and their families.

Lt. Governor Roberts asked what EOHHS is doing with the returned letters. Holly Garvey stated that the consumers would not be enrolled in any program if their letters are returned; additionally, they have not received many returned mailings.

4. Community Catalyst presentation (attached)

Community Catalyst's State Advocacy Manager, Leena Sharma, presented on integrated care initiatives around the nation. Community Catalyst is a non-profit health care advocacy organization based in Massachusetts.

Community Catalyst's ICI presentation is attached to the end of these minutes. Below, you will find discussion questions from the ICI CAC members regarding the presentation.

Lt. Governor Roberts asked if the blending of Medicaid and Medicare dollars has occurred yet in the different states. Leena stated that some of the states have signed MOUs to begin the process and she said she would be happy to provide more information if necessary.

Maureen Maigret asked if there is any information about the different populations that are covered under ICI in the current states. Are mental health issues carved out in the other states, as they are in Rhode Island? Leena stated that she would look into the breakdown of populations and email it to the group. She also stated that Massachusetts is covering the under-65 disabled population.

Leena noted that stakeholder engagement is important and some level of consumer engagement is required under the monitoring phase. Currently, there are a few grants that states can apply for in order to receive funding to encourage consumer engagement. In particular, states can apply to receive funding for an independent ombudsman program.

Maureen Maigret asked if there was a required percentage of consumers on each state's consumer advisory council. Community Catalyst stated that there are no specific numbers available, but Massachusetts has a high rate of success because its consumer members receive stipends to attend the meetings. The state received an implementation grant, which allows it to pay the members. Additionally, Massachusetts's consumer council is co-chaired by consumers.

Maureen Maigret also asked if the state ombudsman grant is open to only states that have signed the memoranda of understanding (MOU). Leena stated that while states are able to express interest in the grant before they sign the MOU, only the states that have signed and returned the MOU can be awarded the grant. Currently, the ombudsman grant is in its third and final stage of funding, but most states are not ready to apply for it. Each grant is \$12 million. Kathy Heren noted that her office had expressed an interest in applying for the grant, but Rhode Island as a whole has not yet applied.

Alison Croke announced that the state is working on a draft of the MOU and that this, and other state MOUs, are available on the CMS website.

Bill Flynn asked what the formal consumer input feedback loop would look like. How will we ensure that the complaints and comments raised will actually create be heard and considered for change? Alison Croke stated that consumer input is highly necessary, but consumers in the advisory councils need to be trained on how to give system-level feedback, as opposed to individual feedback. Alison asked if Community Catalyst or another organization has a training template for consumers to follow. Leena responded that there is not, to Community Catalyst's knowledge. A member suggested that there be a 30 minute introductory training for consumers before the actual ICI CAC meetings begin for consumers.

5. Public comment

Kathy Heren commended Alison and Holly for coming to her office to train her staff on handling ICI-related questions. Holly has a training schedule of different organizations EOHHS/Xerox is visiting; the schedule is on the EOHHS website.

6. **Next meeting will be held January 15th, 2014 from 10-11:30 a.m. (*Please note the new date*).**